

## CHILD WELFARE SERVICES DISASTER RESPONSE PLAN

County & Agency Name: Amador County D.S.S. Date Completed: 1/12/2010

Name/Title: Mathew Zanze, Director  
 Person Managing/Overseeing Emergency Plan Implementation

Telephone #: 209-223-6581

E-mail Address: [mzanze@co.amador.ca.us](mailto:mzanze@co.amador.ca.us)

## CHILD WELFARE SERVICES DISASTER RESPONSE PLAN

<b>CWS Disaster Response Criteria A:</b>	<b>Identify, locate, and continue availability of services for children under State care or supervision who are displaced or adversely affected by a disaster:</b>
Essential Function:	1. Identification and location process of children who may be displaced
Process Description:	The Amador County Department of Social Services and the Amador County Probation Department updates weekly a computer generated list of all children in out-of-home care. The list has the name of the child, type of placement facility, address and phone number. Included on the list are the names of the substitute care providers, addresses and telephone numbers. All social workers and probation officers have the list including the after-hours emergency response social worker and after-hours probation officer on duty.
Essential Function:	2. Communication process with child care providers
Process Description:	Substitute care providers are given upon placement of a child the emergency hot-line telephone number for the social worker and probation in order to make contact with the department. Social worker's and probation officer's have office telephones and county issued mobile phones and access to a satellite phone in order to contact substitute care providers.
Essential Function:	3. Identification of evacuation procedures – Event known in advance

Process Description:	<p>All Amador County employees are designated disaster workers and departments work closely with the Mother Lode District American Red Cross and Amador County Office of Emergency Services (OES). The departments will be notified by (OES) of any potential disaster situations and immediate action is taken to open disaster center that have been designated in the county. The American Red Cross is officially designated by the federal, state and local authorities to run emergency shelters. This is done in partnership with the American Red Cross Mother Lode district office and the county's Health and Human Service Department.</p> <p>The Amador County Office of Emergency Services will notify the departments as to the type of disaster and the safest evacuation routes for each geographic area of the county.</p> <p>Evacuation centers and shelter location will be broadcast via local news sources or the Emergency Alert System (KFBK 1530 AM) and other public information outlets.</p>
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	<p>All Amador County employees are designated disaster workers and departments work closely with the Mother Lode District American Red Cross and Amador County Office of Emergency Services (OES). The department will be notified (OES) of any potential disaster situations and immediate action is taken to open disaster center that have been designated in the county. The American Red Cross is the officially designated by the federal, state and local authorities to run emergency shelters. This is done in partnership with the American Red Cross Mother Lode district office and the county's Health and Human Service Department.</p> <p>The Amador County Office of Emergency Services will notify the departments as to the type of disaster and the safest evacuation routes for each geographic area of the county.</p> <p>Evacuation centers and shelter location will be broadcast via local news sources or the Emergency Alert System (KFBK 1530 AM) and other public information outlets.</p>
Essential Function:	5. Identification of shelters
Process Description:	The Red Cross has identified numerous emergency evacuation centers and shelters, such as schools, but does not make the list public in advance of a disaster because they do not want the public to go to a site until it has been found safe for use.
Essential Function:	6. Parental notification procedures

Process Description:	Parents will be notified as soon as their children(ren) are placed in a safe and secure center. Parents/Guardians will be given the location of the center and upon sufficient staffing by Child Welfare Service staff and juvenile probation staff, be allowed contact. If physical contact cannot be made the child(ren) will have access to mobile phones to contact their parent/guardians.
Essential Function:	7. Alternative processes for providing continued services
Process Description:	The departments will establish a center to coordinate emergency services and essential services such as child abuse reporting hotline, emergency response and juvenile probation services and continue services to families and children in out of home placement.
Essential Function:	8. Staff assignment process
Process Description:	All available child welfare services workers will be contacted either by land line, mobile phones or pagers. Workers will be advised to report to a command center designated by the County Office of Emergency Services.
Essential Function:	9. Workload planning
Process Description:	Staff will be assigned cases/responsibilities based on priority given the nature of the disaster.
Essential Function:	10. Alternative locations for operations
Process Description:	Operations will be established at the location designated by the County Office of Emergency Services.
Essential Function:	11. Orientation and ongoing training
Process Description:	Child Welfare Services Staff and probation will be given information regarding how the department will respond to a disaster and there will be periodic training offered by the County Office of Emergency Services and the departments.
<b>CWS Disaster Response Criteria B:</b>	<b>Respond, as appropriate, to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases:</b>
Essential Function:	1. New child welfare investigation process
Process Description:	Current investigation protocols will continue to be utilized in as much as the department can given the nature of the disaster. Use of law enforcement, fire, emergency response workers and other county

	departments will assist when appropriate and as needed.
Essential Function:	2. Implementation process for providing new services
Process Description:	If any local services cannot be used, the department will request outside assistance from the California Department of Social Services and adjoining counties that are not affected by the disaster. If those entities cannot assistance the department will request assistance from the Federal Emergency Management Agency.
<b>CWS Disaster Response Criteria C:</b>	<b>Remain in communication with caseworkers and other essential child welfare personnel who are displaced because of a disaster:</b>
Essential Function:	1. Communication structure – staff
Process Description:	Upon a declaration of a disaster, the departments designated disaster response staff member (DSS Director and Chief Probation Officer) will contact Amador County Office of Emergency Services for direction. DSS Director will notify CWS Program Manager by land line, mobile phone or pager and Chief Probation Office will notify Deputy Chief Probation Officer by land line, mobile phone or pager.
Essential Function:	2. Communication structure – child welfare personnel (phone tree)
Process Description:	<b>Child Welfare Personnel:</b> <ol style="list-style-type: none"> <li>Mathew Zanze, Director contacts Barbara Hale. Deputy Director</li> <li>Barbara Hale contacts Anne Watts, Program Manager I</li> <li>Anne Watts contacts Jesse Fonbuena , Social Worker III</li> <li>Fonbuena contacts Janet Higgins, SWIII</li> <li>Higgins contacts Barbara Ormsby, SWIII</li> <li>Ormsby contacts Carol Hobson, SWIII</li> <li>Hobson contacts Melinda Alcoriza, SWI</li> <li>Alcoriza contacts Laine Kellen, SWIII.</li> <li>Kellen contacts Shannon Sutton, SWIII.</li> <li>Sutton contacts Judy Medford, SWIII</li> <li>Judy Medford contacts Lori Monnie, Social Worker III</li> </ol>
Essential Function:	3. Communication structure – contracted services
Process Description:	In the event that there is no land line phone services in the county, the departments will utilize mobile phones, the disaster command center communications and satellite phone.

Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	In the event that there is no land line phone services in the county, the departments will utilize mobile phones, the disaster command center communications and satellite phone.
Essential Function:	5. Communication frequency
Process Description:	Communication will be made on an as needed basis. Use of the Amador County Office of Emergency Services Recorded Emergency Information Line, (209) 223-6333 for disseminating information from the Amador County Department of Services, Child Welfare Services and County Probation Department.
Essential Function:	6. Communication with media
Process Description:	The departments will submit information for release through the Amador County Office of Emergency Services Public Information Officer.
Essential Function:	7. Communication with volunteers
Process Description:	Communication with volunteers will be through the Mother Lode District American Red Cross.
Essential Function:	8. Establishment of a toll-free number prior to disaster (include TTY)
Process Description:	The departments will have available the Department of Behavioral Health Services toll free line and TTY.
<b>CWS Disaster Response Criteria D:</b>	<b>Preserve essential program records:</b>
Essential Function:	1. Record preservation process
Process Description:	All CWS records are kept on the CWS/CMS system and can be accessed.
Essential Function:	2. Use of off-site back-up system
Process Description:	The department has two laptop computers with the capability of dial-up connection to the CWS/CMS

	system.
<b>CWS Disaster Response Criteria E:</b>	<b>Coordinate services and share information with other states:</b>
Essential Function:	1. Interstate Compact on the Placement of Children reporting process
Process Description:	The department has contact names, their email addresses and telephone numbers of all compact states. Any child from another state under the supervision of the department, as soon as possible the department will contact those state ICPC and report the status of their child(ren).
Essential Function:	2. Mental health providers
Process Description:	A CWS staff person is designated the department's liaison with mental health providers, county and private providers. Needed services will also be coordinated with Amador County Behavioral Health Services.
Essential Function:	3. Courts
Process Description:	A CWS staff person is designated the department's liaison with the courts.
Essential Function:	4. Federal partners
Process Description:	Services with federal partners will be coordinated through Amador County Office of Emergency Services.
Essential Function:	5. CDSS
Process Description:	The department will contact the California Department of Social Services providing any information request by CDSS and if needed, Amador County will request assistance.
Essential Function:	6. Volunteers
Process Description:	Coordination of volunteer services will be through the Mother Lode District of the American Red Cross.